

# TRICARE Users Consumer Watch

## West♦Quarter 3 FY 2010

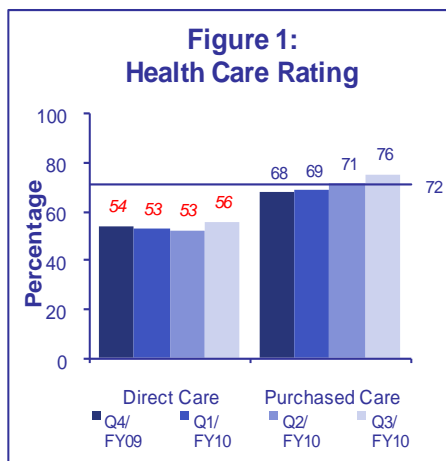
HEALTH PROGRAM ANALYSIS & EVALUATION DIRECTORATE

Source: Health Care Survey of DoD Beneficiaries

### Inside Consumer Watch

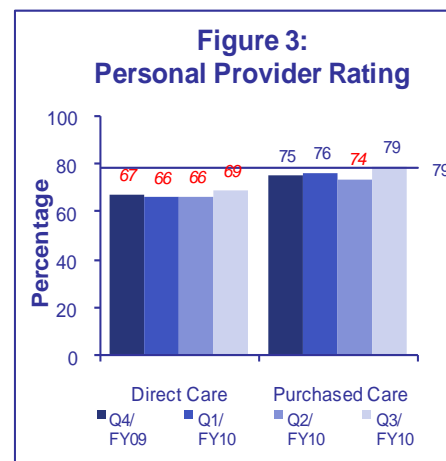
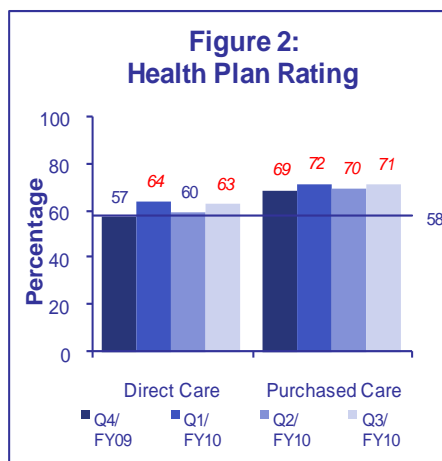
TRICARE Consumer Watch is a brief summary of what TRICARE users in your region say about their healthcare. Data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB). The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed to help consumers choose among health plans.

Rates are compared with averages taken from the 2009 National CAHPS Benchmarking Database (NCBD), which contains results from surveys given to beneficiaries by civilian health plans. Rates differing significantly from the benchmark are bolded and shown in red. In 2009, questions from a new version of CAHPS (Version 4) were introduced.

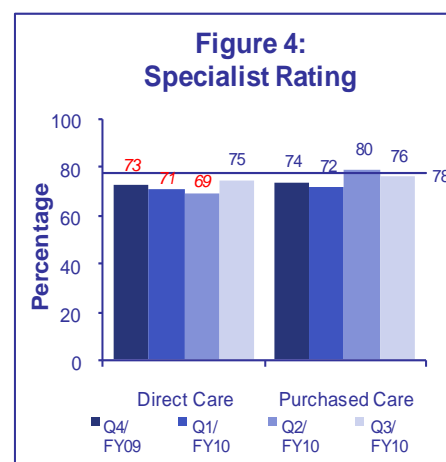


#### Legend:

- Direct Care
- Purchased Care
- Benchmark
- \* Significantly different from Benchmark



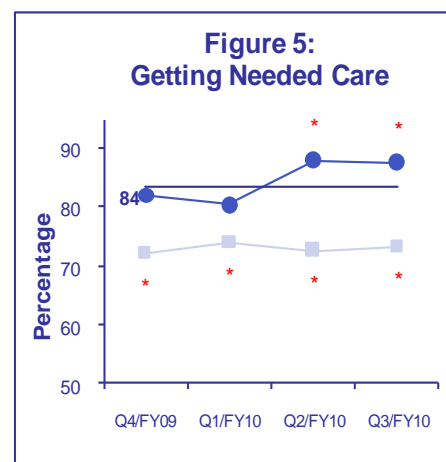
Figures 1 through 4 show the proportion of Prime enrollees with a military PCM (direct care), or enrolled to a civilian PCM, or using Standard/Extra for most of their care in the past year (purchased care) who respond 8 or above when asked to give a rating on a 0 to 10 scale (0 is bad, and 10 is good), for Health Care, Health Plan, Personal Doctor, or the Specialist they see most often. Rates are adjusted for age and health status.



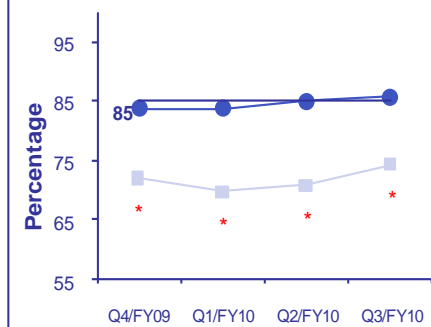
### Health Care Topics

Health Care Topics scores average together results for related questions. Each score is the percentage who “usually” or “always” got treatment they wanted. Asterisks show values significantly different from the NCBD benchmark ( $p < .05$ ).

Figure 5 presents the composites “Getting needed care”. Scores are based on patients’ problems getting referrals and approvals and getting needed treatment.

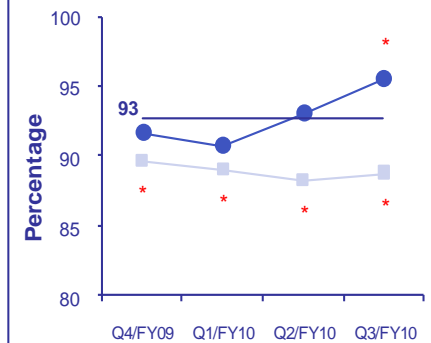


**Figure 6:  
Getting Care Quickly**



“Getting care quickly”, shown in Figure 6 scores concern how long patients wait for an appointment or wait in the doctor’s office.

**Figure 7:  
Doctors' Communication**



Scores in Figure 7, “Doctor’s communication” are based on whether the doctor spends enough time with patients, treats them respectfully and answers their questions.

**Figure 8:  
Customer Service**

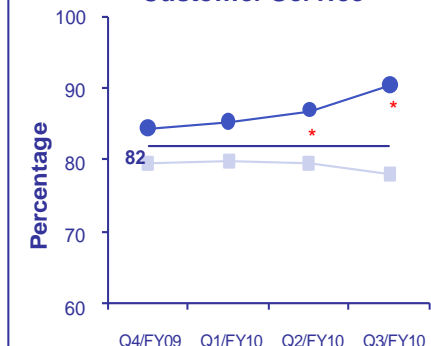
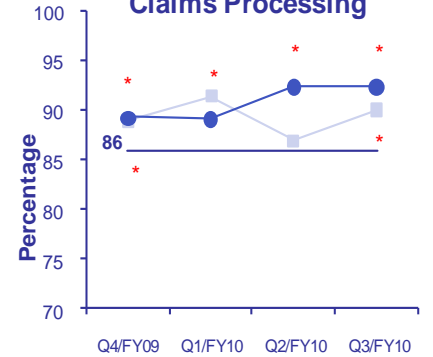


Figure 8 shows “Customer service” scores, which concern patients’ ability to get information about their health plan. “Claims processing” scores in Figure 9 are based on the timeliness and correctness of plan’s claims handling.

## Preventive Care

The preventive care table compares TRICARE users’ rates for diagnostic screening tests and smoking cessation with goals from Healthy People 2010, a government initiative to improve Americans’ health by preventing illness. A new metric for the non-smoking rate is used: current non-smokers. Rates that are significantly different ( $p < .05$ ) from the Healthy People 2010 goal are shown by red italics.

**Figure 9:  
Claims Processing**



### Legend:

- Direct Care
- Purchased Care
- Benchmark
- \* Significantly different from Benchmark

Preventive Care					
Type of Care	Qtr 4 FY 2009	Qtr 1 FY 2010	Qtr 2 FY 2010	Qtr 3 FY 2010	Healthy People 2010 Goal
Mammography (women > 40)					70
Direct Care	88	89	85	86 (446)	
Purchased Care	81	81	86	90 (191)	
Pap Smear (women > 18)					90
Direct Care	92	94	91	91 (1150)	
Purchased Care	82	88	84	81 (391)	
Hypertension Screen (adults)					95
Direct Care	87	88	87	89 (2825)	
Purchased Care	93	89	94	89 (587)	
Prenatal Care (in 1st trimester)					90
Direct Care	89	78	84	86 (164)	
Purchased Care	81	77	89	94 (55)	
Percent Not Obese (adults)					85
Direct Care	81	81	82	81 (2755)	
Purchased Care	73	74	73	69 (572)	
Non-Smokers (adults)					88
Direct Care	79	81	86	82 (2749)	
Purchased Care	86	85	89	87 (571)	
Counseled to Quit (adults)					-
Direct Care	76	71	80	67 (406)	
Purchased Care	80	71	87	84 (67)	